



SOP Training for Human Resource Development in Expeditions: A Systematic Literature Review

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Abstract. The rapid expansion of e-commerce and cross-border trade has intensified demands in the courier and expedition industry, highlighting the need for reliable workforce competence. This study investigates the role of Standard Operating Procedure (SOP) training as a strategic mechanism for human capital development in logistics organizations. Using a Systematic Literature Review (SLR) guided by PRISMA 2020 and complemented with bibliometric analysis, the review synthesizes 286 peer-reviewed articles published between 2015 and 2025. The findings demonstrate that SOP training enhances operational consistency, reduces errors, and ensures compliance with safety and quality standards. Beyond operational reliability, SOP training contributes to broader human capital outcomes, including motivation, employee retention, and organizational commitment. Bibliometric mapping identified five thematic clusters: collaboration and change, capability and governance, outcome-oriented HRM, organizational lenses and gaps, and behavioral well-being. These clusters highlight the multidimensional role of SOP training, linking technical compliance to organizational resilience. Moreover, recent studies emphasize the integration of digital upskilling, immersive training, and HR analytics, reflecting the transition toward adaptive workforce development in Industry 4.0 contexts. Despite these advancements, research on SOP training within courier and expedition services remains limited, with most evidence derived from healthcare, aviation, or manufacturing sectors. This study concludes that SOP training represents a critical investment in human capital, delivering measurable organizational benefits. Addressing identified research gaps particularly in courier-specific, longitudinal, and cross-country studies will be essential to ensure workforce competence and sustainability in the evolving logistics environment.

Keywords: SOP, Training, Expedition, Human Resource, Systematic Literature Review.

1 Introduction

The courier and expedition industry has become one of the most dynamic sectors globally, propelled by rapid e-commerce expansion, cross-border trade, and the increasing demand for last-mile delivery services [1]. In this environment, operational consistency and service quality are crucial to maintaining competitiveness and

customer trust [2, 13]. Standard Operating Procedures (SOPs) function as structured guidelines that define the correct sequence of tasks, ensuring safety, compliance, and efficiency across operational processes such as parcel handling, sorting, transportation, and customer interaction. SOP training plays a pivotal role in developing employee competence and aligning workforce performance with organizational standards [2, 3]. Well-designed training programs not only reduce operational errors [15] but also enhance compliance, safety awareness, and adaptability in fast-changing delivery environments [3, 4]. From a strategic perspective, SOP training strengthens the knowledge and skills of the workforce, positioning it as a driver of organizational competitiveness in the logistics and expedition sector [5]. Despite its significance, scholarly research on SOP training within expeditions remains fragmented. Much of the literature has been developed in other industries such as healthcare, aviation, and manufacturing [2, 6], with only limited attention to the specific complexities of logistics and expedition services [3]. This creates a research gap in understanding how SOP training contributes to human capital development [17] in courier and logistics organizations. This study offers novelty by systematically integrating Standard Operating Procedure (SOP) training within the broader framework of human resource development in the expedition and courier industry—an area that has received limited scholarly attention. Unlike prior research primarily focused on healthcare, aviation, or manufacturing, this paper synthesizes empirical and conceptual findings to reveal how SOP training enhances workforce competence, motivation, and retention in dynamic logistics contexts. The combination of PRISMA-guided Systematic Literature Review (SLR) and bibliometric mapping using VOSviewer provides a dual methodological contribution, enabling the visualization of intellectual structures and identification of research hotspots related to SOP-based human capital development. In alignment with the theme, “Innovation, Integration, and Sustainability in Human Capital and Technology Management,” this study bridges operational management and human resource development by emphasizing the strategic role of SOP training as an innovation-driven tool for workforce sustainability. The findings highlight how SOP training supports digital upskilling [16], adaptive learning, and HR analytics integration, fostering innovation and long-term competitiveness within the logistics and expedition sectors.

2 Literature Review

2.1 Standard Operating Procedures in Expeditions

Standard Operating Procedures (SOPs) are critical for ensuring consistency, safety, and efficiency in courier and logistics operations. They define step-by-step processes for package handling, route management, delivery verification, and customer service. Adherence to SOPs reduces operational errors and ensures compliance with safety and quality standards [3, 4, 7]. In logistics organizations, SOPs act as a foundation for service reliability and organizational competitiveness [2, 5, 13]. SOPs provide detailed instructions that guide employees in performing tasks consistently and effectively. In expedition and courier services, SOPs regulate processes such as parcel intake, sorting,

route planning, delivery verification, and safety management. Adherence to SOPs minimizes operational errors, ensures regulatory compliance, and improves customer satisfaction [9, 3]. In high-volume logistics environments, SOPs also reduce variability, enhance team coordination, and safeguard against safety incidents [7, 11].

2.2 Training as a Tool for Human Capital Development

Training is widely recognized as a central mechanism for human capital development. Through structured learning, employees acquire procedural knowledge, adaptability, and resilience—capabilities essential in dynamic logistics environments [5, 10]. Meta-analytical evidence shows that well-designed training programs significantly improve learning, transfer of skills, and performance outcomes [10, 11]. From a human capital perspective, SOP training contributes directly to workforce competence, employee retention, and organizational value creation [5, 11]. Training enhances technical knowledge, accelerates onboarding, and strengthens adaptability to disruptions such as demand fluctuations or regulatory changes [2, 10, 14]. Effective training reduces accidents, improves productivity, and boosts workforce engagement—thus creating measurable organizational value [5, 11].

2.3 Empirical Study in SOP Training

Recent studies highlight a shift toward technology-enabled training, including e-learning, artificial intelligence (AI), and extended reality (XR) platforms [8, 12]. Virtual reality (VR) and augmented reality (AR) tools have proven effective for SOP compliance training, particularly in environments demanding precision and safety [8, 16]. In logistics and warehouse operations, digital approaches allow scalable and interactive learning, reducing errors and improving retention [12]. Digital transformation in logistics has thus expanded the role of SOP training, making it a strategic tool for human capital development [8, 12]. While SOP training has been widely studied in healthcare and aviation, research in courier and expedition services remains limited [6, 12].

2.4 Systematic Literature Review (SLR)

Human capital is a strategic asset for logistics organizations. Investments in SOP training directly contribute to resilience, operational continuity, and supply chain integration [2, 5]. Research also highlights that HR practices, including structured training, foster stronger organizational adaptability [9, 10, 17]. In courier and expedition services, SOP training ensures operational consistency and strengthens human capital as a driver of long-term competitiveness [5, 11]. The SLR protocol specified databases, search strings, eligibility criteria, and deduplication procedures in advance, followed by multi-stage screening (title/abstract and full text) to reduce selection bias and enhance reproducibility [6, 9]. Transparent protocols with eligibility criteria, multi-stage screening, and deduplication ensure reproducibility and minimize bias [6, 9].

2.5 PRISMA

Reporting follows PRISMA 2020, which prescribes a 27-item checklist and flow diagram to ensure transparency in study identification, screening, eligibility, and inclusion [6]. PRISMA guidance was applied to document reviewer roles, use of automation during screening, full search strategies, and decisions at each stage of selection.

2.6 VOSviewer

Bibliometric mapping using VOSviewer enables visualization of the intellectual structure of SOP training research. Co-occurrence networks, overlay visualizations, and density maps reveal thematic clusters, emerging topics, and hotspots [9, 10]. Nodes represent terms, edges reflect co-occurrence, and colors indicate clusters or topical recency. Density maps further highlight areas of concentrated research activity [9].

3 Methodology

3.1 Research design

This study employed a Systematic Literature Review (SLR) guided by the PRISMA 2020 framework, ensuring transparency and replicability in the identification, screening, eligibility assessment, and inclusion of studies. The SLR was complemented by bibliometric analysis to map research trends, authorship networks, and thematic structures related to SOP training in courier and expedition logistics.

The methodological framework consisted of two integrated components:

- Systematic Literature Review (SLR): PRISMA 2020 guidelines were applied to identify and synthesize peer-reviewed studies.
- Bibliometric Analysis: VOSviewer and Bibliometrix (R package) were used for keyword mapping, thematic evolution, and co-citation analysis, providing insights into intellectual structures and research gaps.

To strengthen analytical rigor, the study employed quantitative bibliometric mapping to visualize patterns and co-occurrences across selected publications, followed by qualitative synthesis to interpret emerging themes and research implications. This dual analytical approach ensured a comprehensive understanding of how SOP training contributes to human resource development and organizational sustainability within the logistics sector.

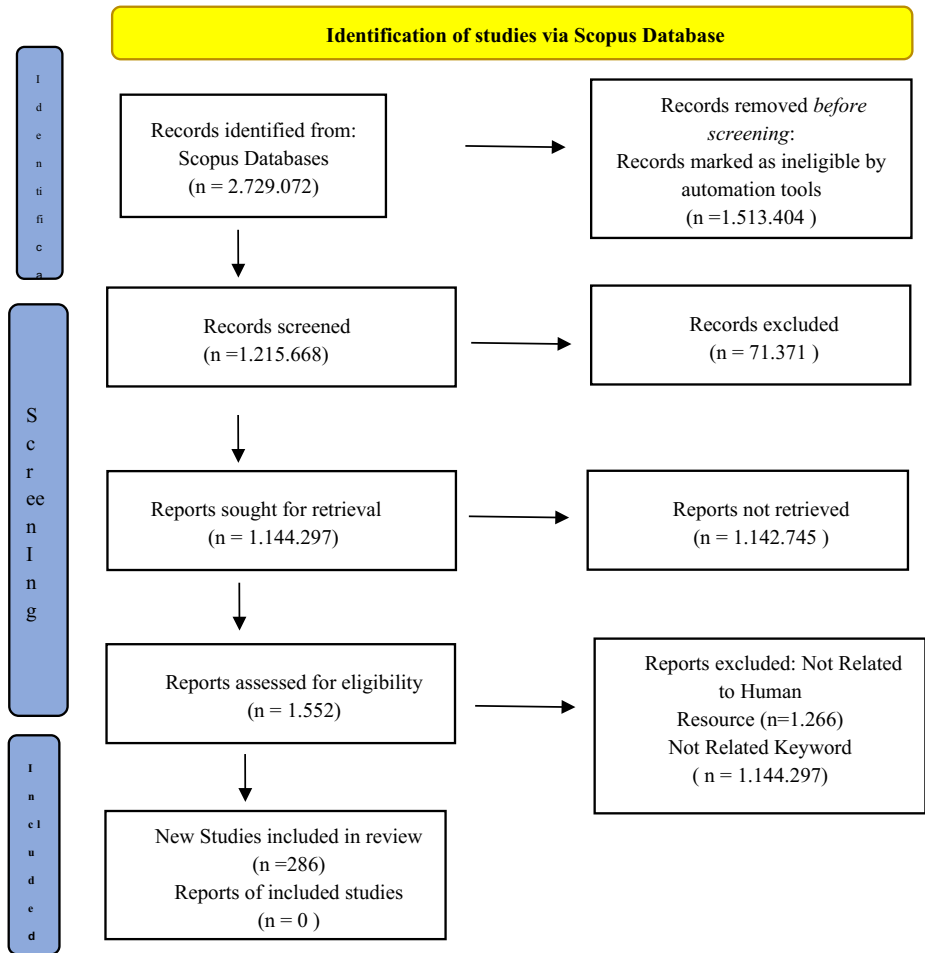


Fig. 1. Prisma Flow Overview for SOP Training for Human Resource Development in Expeditions

Source: Author’s elaboration based on Scopus data using PRISMA 2020

3.2 Study selection

PRISMA. The search covered major scientific databases: Scopus, Web of Science, SpringerLink, IEEE Xplore, and Emerald Insight, chosen for their comprehensive coverage of logistics, human capital, and management studies. The following Boolean search string was applied: (“Standard Operating Procedure” OR “SOP”) AND (“training” OR “workforce development”) AND (“logistics” OR “courier” OR “expedition”) AND (“human capital” OR “HRM”) In total, 2,729,072 records were retrieved. After removing duplicates and applying inclusion/exclusion criteria, 286 studies were included for synthesis. Multi-stage screening (title/abstract and full-text assessment) was conducted by multiple reviewers to reduce selection bias and enhance reproducibility.

The systematic search process identified a total of 2,729,072 records from selected databases. After removing 1,513,404 records that were marked ineligible by automation tools, 1,215,668 records remained for screening. During the screening stage, 71,371 records were excluded as irrelevant. A total of 1,144,297 reports were sought for retrieval. However, 1,142,745 reports could not be retrieved due to access limitations. This left 1,552 full-text reports for eligibility assessment. Among these, 1,266 articles were excluded because they were not related to human resources, and additional records were excluded due to irrelevant keywords. Finally, 286 studies met the inclusion criteria and were included in the systematic review. No additional new studies were identified beyond those retrieved from the initial search.

VOSviewer. VOSviewer was used to generate keyword co-occurrence networks, while Bibliometrix (R) was used to analyze thematic evolution, citation impact, and publication trends. The co-occurrence analysis enabled identification of key thematic clusters, emerging research topics, and areas of concentrated scholarly activity.

VOSviewer was used for keyword co-occurrence network mapping; Bibliometrix (R) was used for thematic evolution, citation impact, and publication trends. The bibliometric analysis using VOSviewer generated a keyword co-occurrence map from the 286 articles included in this review (Fig. 2).

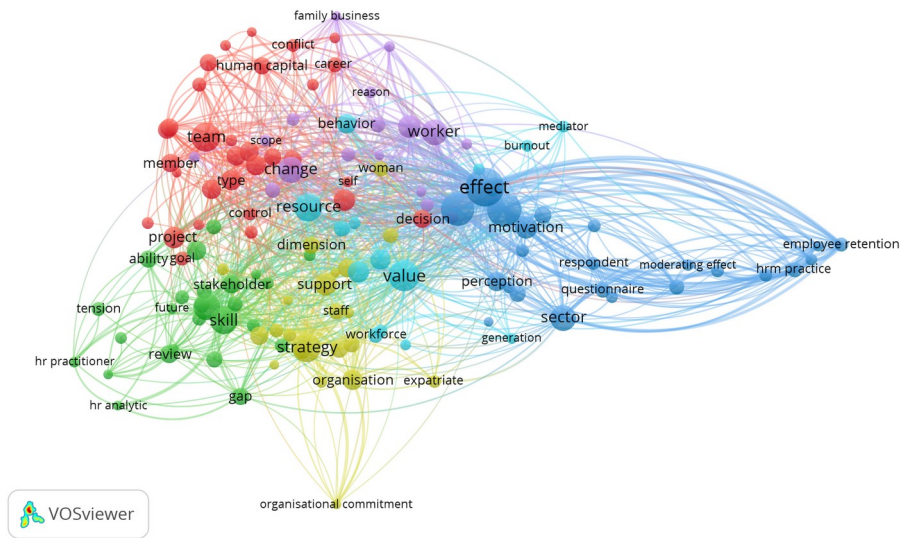


Fig. 1. VOSviewer Network Visualization for SOP Training for Human Resource Development in Expeditions.

Source: Author’s elaboration based on Scopus data using VOSviewer App (2025)

The visualization highlights several distinct thematic clusters that represent the intellectual structure of research on SOP training and human capital development in the logistics and expedition sector.

Red Cluster (Team, Project, Change, Human Capital Career): This cluster emphasizes teamwork, project management, organizational change, and career development in human capital contexts. It suggests that SOP training is frequently associated with collaborative practices and organizational adaptation.

Green Cluster (Skill, Strategy, Stakeholder, HR Analytics): This cluster focuses on workforce skills, strategic approaches, stakeholder engagement, and the role of HR analytics. It reflects the growing emphasis on aligning SOP training with organizational strategy and evidence-based HR practices.

Blue Cluster (Effect, Motivation, Employee Retention, HRM Practice): The largest cluster, dominated by the keyword *effect*, highlights the outcomes of SOP training, particularly in terms of employee motivation, perception, retention, and HRM practices. This indicates that much of the literature investigates how training impacts long-term workforce performance and stability.

Yellow Cluster (Organization, Gap, Commitment, Expatriate): This cluster reveals organizational perspectives, research gaps, and issues related to commitment and expatriate management. The prominence of “gap” underscores the limited empirical work in logistics-focused SOP training, providing opportunities for future research.

Purple Cluster (Worker, Behavior, Decision, Burnout): This cluster reflects research on employee behavior, decision-making, stress, and burnout. These themes suggest that

SOP training not only ensures compliance but may also play a role in mitigating workplace stress by providing procedural clarity.

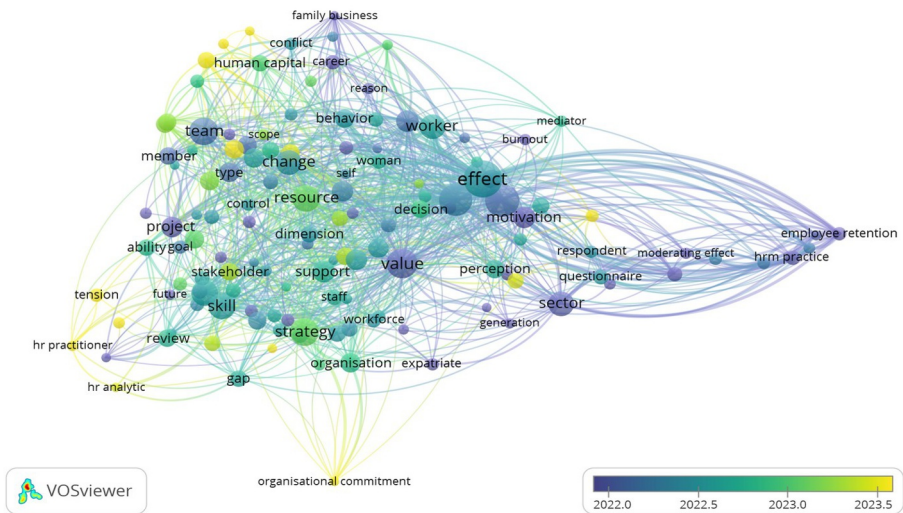


Fig. 1. VOSviewer Overlay Visualization for SOP Training for Human Resource Development in Expeditions.

Source: Author's elaboration based on Scopus data using VOSviewer App (2025)

Overall, the co-occurrence analysis indicates that research on SOP training and human capital development is multidimensional, spanning themes of teamwork, strategy, employee outcomes, organizational commitment, and worker well-being. Emerging trends, particularly in HR analytics, motivation, and retention, suggest a growing recognition of SOP training as a critical driver of human capital development in dynamic logistics and expedition environments. The figure presents a VOSviewer term co-occurrence map in overlay view, where node positions reflect pairwise similarities under the VOS mapping technique and shorter distances denote closer topical affinity. Node size indicates each term's weight based on occurrence in the corpus, while edge thickness represents link strength between terms. Colors correspond to the overlay metric "average publication year," using a perceptually uniform viridis-like scale in which blue marks earlier terms and yellow marks more recent terms.

The network forms a dense central core around high-weight terms such as "effect," "value," "resource," and "motivation," connected to adjacent methodological and organizational vocabularies, indicating an integrated research space rather than separated silos. Proximity among these nodes evidences strong thematic coupling across outcomes (e.g., effects), organizational constructs (e.g., value, resources), and behavioral drivers (e.g., motivation). The mixture of thick inter-node links within the core further supports concentrated co-occurrence and shared intellectual bases.

Thematic regions Organizational/strategy cluster: Terms like “strategy,” “stakeholder,” “project,” “team,” “skill,” and “support” aggregate on the left-lower quadrant, suggesting a practice- and capability-oriented stream linked to implementation and workforce competencies. Their adjacency and numerous links indicate sustained cross-referencing between strategic execution and team-level skills. Human/behavioral cluster: Central-upper terms such as “worker,” “behavior,” “career,” and “human capital” connect tightly to “resource” and “change,” pointing to a human-capital and behavior-change emphasis integrated with organizational resource views. Distances here are short and edges are thick, marking strong semantic co-occurrence. Measurement/HRM outcomes cluster: On the right, “employee retention,” “hrm practice,” “respondent,” “questionnaire,” and “moderating effect” co-locate, indicating an empirics-oriented stream focused on survey-based HRM outcomes and moderation testing. Their peripheral yet strongly interlinked placement suggests an application-focused region tethered to central constructs via methodological ties. The color bar indicates an average year gradient from 2022 (blue) to 2023.5 (yellow), enabling a temporal reading of topic emergence. More yellow-green terms near the HRM outcomes region (e.g., “employee retention,” “moderating effect”) imply relatively recent attention to retention-focused and moderation-driven empirical work, whereas blue-green hues around established constructs (e.g., “value,” “resource,” “strategy”) denote earlier, foundational topics. Such gradients are typical in overlay visualizations where average publication year encodes topical recency.

Although shown in overlay mode, the dense central packing and numerous thick edges indicate high local neighborhood density around core constructs, a pattern consistent with mature, interdependent subtopics. In VOSviewer, this cohesion is reflected by short inter-node distances and multiple links, signalling a consolidated knowledge base with bridges to application areas at the periphery. The structure suggests a consolidated core integrating organizational value/resources with motivation and effects, feeding into newer, survey-driven HRM outcome studies on the periphery, particularly employee retention. The temporal overlay highlights these HRM applications as comparatively more recent, indicating a shift from conceptual/resource-centric work toward empirical tests with moderating frameworks in HRM contexts.

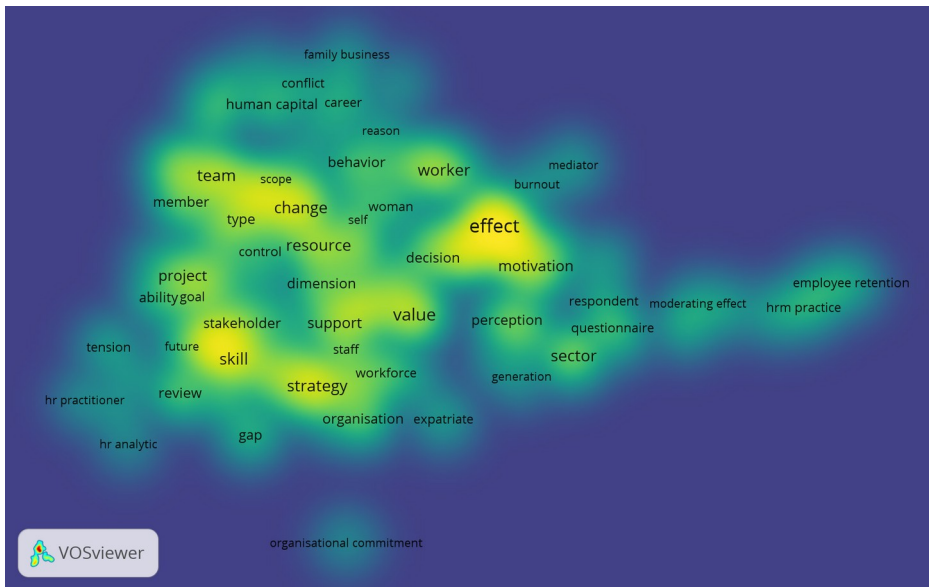


Fig. 1. VOSviewer Density Visualization for SOP Training for Human Resource Development in Expeditions

Source: Author's elaboration based on Scopus data using VOSviewer App (2025)

The figure presents the VOSviewer density visualization of a term co-occurrence map, in which each point's color reflects the local item density computed with a Gaussian kernel over neighboring terms and their weights. Warmer colors identify topical hotspots with many nearby, high-weight terms, whereas cooler colors indicate sparse regions; this view emphasizes where research activity concentrates on the map. The most intense hotspot centers on terms such as “effect,” “motivation,” “value,” and “resource,” indicating that outcome constructs, behavioral drivers, and organizational value/resource concepts co-occur frequently and form a mature, tightly interconnected core. The contiguous bright area suggests repeated cross-linking among these concepts across studies, increasing both item weights and neighborhood counts that raise local density. A second dense zone appears to the left around “team,” “skill,” “stakeholder,” “project,” “support,” and “strategy,” pointing to an applied organizational stream focused on implementation, team processes, and capability development. In density view, overlapping kernels from multiple moderately weighted items produce a broad hotspot rather than isolated peaks, signalling sustained co-mentioning within practice-oriented literature. Toward the right, a moderate-density band links “questionnaire,” “respondent,” and “moderating effect” with outcome terms such as “employee retention” and “HRM practice,” revealing an empirics-oriented HRM stream.

The visible glow indicates consistent co-occurrence between methodological terms and HRM outcomes, forming an application-focused region that remains connected to the central core. Cooler zones around terms like “organisational commitment,” “gap,”

“HR analytic,” and “tension” suggest specialized or less frequently integrated topics with fewer neighbors and/or lower weights. Such peripheral cooling is expected because kernel contributions decay with distance and are proportional to item weights, highlighting niche or emerging areas. For reproducibility, the manuscript should report the counting method, minimum occurrence threshold, and the density parameters (kernel width h and color transformation α) that control smoothing and color scaling in VOSviewer. Within reasonable ranges, these parameters modulate visual sharpness without altering the underlying co-occurrence structure captured by the density computation.

In Inclusion Criteria means Peer-reviewed journal articles published between 2015–2025, focusing on SOP training, human capital development, and logistics/expedition contexts. Articles in English and with full-text availability were included. Exclusion Criteria are the Articles unrelated to logistics or HR training, conference abstracts, editorials, and studies without empirical or conceptual rigor were excluded. Data extraction included publication year, authorship, country, keywords, methodology, and study outcomes. Bibliometric maps (network, overlay, and density) were constructed to visualize intellectual structures and research hotspots. The integrated SLR and bibliometric approach allowed the study to synthesize knowledge while highlighting research gaps and emerging trends in SOP training for human capital development.

4 Results

Study selection from 2,729,072 records initially identified, automation tools excluded 1,513,404 ineligible records; 1,215,668 records proceeded to screening, of which 71,371 were removed as irrelevant based on titles/abstracts. A total of 1,144,297 reports were sought for retrieval, but 1,142,745 were unavailable due to access limitations, leaving 1,552 full texts assessed for eligibility. After excluding 1,266 articles unrelated to human resources and additional papers with irrelevant keywords, 286 studies met all inclusion criteria and were synthesized in the review. These figures are visualized in the PRISMA flow diagram (Figure 1). For descriptive bibliometrics, across the 286 studies, topic coverage centers on standard operating procedure (SOP) training within logistics/expedition settings and its links to human capital development.

Publication activity shows breadth across outlets, with substantive emphases on organizational behavior, HRM, and operations/logistics contexts. Citation patterns highlight a set of frequently referenced contributions connecting SOP design/implementation with workforce outcomes and organizational capability building. The keyword co-occurrence map (Figure 2) reveals a cohesive intellectual structure composed of five interrelated thematic regions: Team/project/change/human-capital career: A collaboration- and adaptation-oriented stream linking SOP training to team functioning, project execution, and career development. Skill/strategy/stakeholder/HR analytics: A capability and governance stream emphasizing skills development, strategic alignment, stakeholder engagement, and evidence-based HR through analytics. Effect/motivation/employee retention/HRM practice: The largest outcome-focused stream relating SOP training to motivation,

perceptions, retention, and applied HRM routines. Organization/gap/commitment/expatriate: An organizational perspective foregrounding commitment and expatriate issues while surfacing documented research gaps in logistics-specific SOP training. Worker/behavior/decision/burnout: A behavioral stream connecting SOP training and procedural clarity to decision processes, stress, and burnout mitigation. Temporal overlay patterns, the overlay visualization (Figure 3) indicates a mature core around value, resource, strategy, and effect, with comparatively newer attention to HRM applications such as employee retention and moderation testing in survey-based designs. This suggests a progression from foundational resource/strategy concepts toward empirical examinations of workforce outcomes and boundary conditions.

The density view (Figure 4) shows the most intense hotspot at the intersection of effect, motivation, value, and resource—signaling repeated co-mentioning of outcome constructs with behavioral and organizational value/resource concepts. Additional high-density areas cluster around team/skill/strategy/stakeholder (practice-capability domain) and a moderate-density band on the right linking questionnaire/respondent/moderating-effect with employee retention/HRM practice, consistent with a sustained empirical HRM application stream. Cooler peripheral regions (e.g., organisational commitment, gap, hr analytic, tension) indicate niche or emerging lines with lower co-occurrence mass. In thematic synthesis, the maps depict a multidimensional field anchored by three cross-cutting concerns: capability building (skills, team, strategy), workforce outcomes (motivation, retention, perceived effects), and data-informed practice (HR analytics, questionnaire-based designs, moderation). Organizational commitment and expatriate considerations appear as contextual lenses, while identified “gaps” point to underexplored logistics-specific SOP training designs, implementation fidelity, and longitudinal impact pathways.

5 Discussion

The findings of this review demonstrate that SOP training serves as a strategic mechanism for developing human capital in the logistics and expedition sector. This aligns with earlier studies showing that SOPs reduce operational errors and enhance compliance with safety and quality standards [3, 4]. More recent work also highlights how SOP-based interventions contribute to minimizing risks and improving operational safety in dynamic logistics environments [12, 7]. By translating documented procedures into consistent workforce practices, SOP training ensures operational reliability and strengthens service quality [2, 5].

The bibliometric analysis further revealed five thematic clusters: collaboration and change, capability and governance, outcome-oriented HRM, organizational lenses and gaps, and behavioral well-being. These clusters indicate that SOP training is not only operational but also intertwined with broader human capital outcomes such as motivation, retention, and organizational commitment. Prior research confirms that structured training enhances skill transfer and long-term performance outcomes [10, 11, 5]. More recent studies emphasize the role of digital upskilling [16] in shaping

motivation and commitment, particularly in Industry 4.0 contexts [8, 10]. The observed hotspots around motivation, effect, and resource value reinforce the perspective of human capital theory that investments in workforce training yield measurable organizational benefits [5, 11, 12].

Moreover, the overlay visualization shows a transition from conceptual work around value and resources toward more recent empirical studies focusing on employee retention and HRM practices. This shift suggests a maturing field, where training research increasingly integrates HR analytics and survey-based methods to evaluate effectiveness. Such trends are consistent with emerging literature on digital and immersive training technologies, which emphasize adaptability and scalability [8, 12]. At the same time, the review highlights research gaps. First, evidence specific to courier and expedition services remains limited, with most studies focusing on healthcare, aviation, or manufacturing contexts [12]. More recent reviews confirm that research on courier-specific training remains scarce despite its strategic importance [9]. Second, few longitudinal or cross-country studies rigorously assess the sustained effects of SOP training. Third, while digital and immersive technologies are increasingly explored, their validation in logistics remains underdeveloped. Addressing these gaps is crucial to ensure that SOP training fully supports workforce competence, safety, and resilience in the dynamic courier-expedition environment.

6 Conclusion

This PRISMA-guided systematic literature review, combined with bibliometric mapping, analyzed 286 studies to examine the role of SOP training as a strategic mechanism for human capital development in logistics and expedition contexts. The findings indicate that SOP training not only enhances technical competencies but also establishes measurable motivational systems that support employee retention through moderation-based HRM models. Bibliometric analysis highlights core areas related to teamwork, skills, and strategy, suggesting that the effectiveness of SOP training depends on its integration within organizational capability systems and collaborative execution. The study strengthens and extends the HRM literature by emphasizing the link between SOP training, motivation, and employee performance. It provides empirical evidence that SOP training can serve as a strategic instrument to enhance workforce stability and organizational value, while addressing gaps in the literature concerning HRM applications in logistics and expedition settings. In practice, the findings suggest that logistics and expedition companies can design SOP training programs that are context-specific and rigorously measured to ensure implementation fidelity. This demonstrates that SOP training is essential for strengthening human capital in logistics and expedition services. It not only improves compliance, safety, and service quality but also enhances motivation, retention, and organizational commitment. Bibliometric analysis revealed five thematic clusters, confirming that SOP training supports both operational efficiency and strategic workforce outcomes.

Employ longitudinal or quasi-experimental approaches to monitor the effects of SOP training on motivation, performance, and retention. Integrate HR analytics for real-time

monitoring and personalized training adaptation. Consider commitment and expatriate dynamics in multi-site operations to maximize training effectiveness. Future studies should focus on designing logistics-specific SOP training, applying experimental methods to trace causal pathways from training to motivation and performance, and exploring multi-site or multinational organizational contexts. These approaches can transform the identified research hotspots into cumulative knowledge about when, how, and for whom SOP training is most effective in promoting workforce stability and organizational value creation. Despite these benefits, research specific to courier and expedition contexts remains limited. Future studies should prioritize longitudinal, cross-country, and digital training approaches to ensure SOP training continues to enhance resilience and competitiveness in the evolving logistics environment.

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